



# NORFOLK

## *Emergency Preparedness & Response*

3661 East Virginia Beach Boulevard  
Norfolk, Virginia 23502

May 23, 2017

Ms. Dorothy A. Spears-Dean  
Public Safety Communications Coordinator  
Integrated Services Program (ISP)  
Virginia Information Technologies Agency (VITA)  
dorothy.spearsdean@vita.virginia.gov

Dear Ms. Spears-Dean,

I am requesting to remain as an alternate member of the Regional Advisory Council (RAC) for Division 5 (Tidewater). I have been the RAC Region 5 Alternate these past two years and am proud of the work we have accomplished. I have a strong desire to continue moving Region 5 and the Commonwealth forward in every aspect relating to 9-1-1. I have been in my current position as Manager, Emergency Communications since September 2007. I have been in the Tidewater area since 1986, brought here by the US Navy. Upon retiring in 2007, I immediately started with the City of Norfolk. I currently serve on the Virginia Association of Public Safety Communications Officials (VA APCO) Awards and Finance Committee.

The leadership skills garnered through my successful Navy career has significantly benefitted our 911 center. I am a co-chair of the Southeastern Virginia PSAP committee, meeting regularly to share ideas, discuss policy and staffing issues, training, and equipment concerns of fellow managers/directors. Being involved in several major upgrades of our industry-specific equipment, networking with team members inside and outside our agency, I believe, puts me in an ideal position to be selected as a RAC member.

Thank you for your consideration and if there are any questions I can answer, don't hesitate to contact me.

Sincerely,

Anthony G. Castillo, ENP  
Manager, Emergency Communications  
3661 E Virginia Beach Blvd.  
Norfolk, VA 23502  
757-441-5599  
Anthony.castillo@norfolk.gov

# Anthony Castillo

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1608 Travelers Way, Chesapeake, VA 23321 | 757-441-5599 | Anthony.castillo@norfolk.gov

## Objective

To maintain my position as a Regional Advisory Council member (Division 5), continuing to provide outstanding leadership garnered through 23 years of honorable service in the US Navy and moving our ideas and concerns of the NG911 Feasibility Study during this vital transition period.

## Experience

### **MANAGER, EMERGENCY COMMUNICATIONS | CITY OF NORFOLK | SEPTEMBER 2007 - PRESENT**

- Provides leadership and manages the combined 911 Call/Dispatch Center with a staff of 9 Supervisors and 61 Telecommunicators.
- Administers the Department of Emergency Preparedness and Response's annual budget (\$6.1M).
- Evaluates, recommends, develops, and implements new and revised operational policies and procedures.
- Successfully managed the complex E9-1-1 phone system upgrade, voice logging equipment upgrade, and computer aided dispatch upgrade, ensuring the citizens and field units were provided with accurate and efficient public safety service with zero down-time.
- Decision maker for new equipment, providing inputs for bids, evaluating proposals, serving as deputy Coordinator and Emergency Services Coordinator in the absence of the same.
- Certified, National Emergency Number Association (NENA), Emergency Number Professional (ENP), November 2015.
- Member, Virginia Association of Public Safety Communications Officials (VA APCO) Awards and Finance Committee.

### **SENIOR CHIEF FIRE CONTROLMAN | US NAVY-RET | JULY 1984 – AUGUST 2007**

- Departmental Senior Chief for Weapons Department (shipboard and shore) which included 60 personnel and 5 major weapons systems (2000-2007).
- Shipboard Anti-Terrorism/Force Protection Officer from June 2000 – July 2004. Instrumental in incorporating policies and procedures for post 9-11 security.
- Numerous awards and citations.



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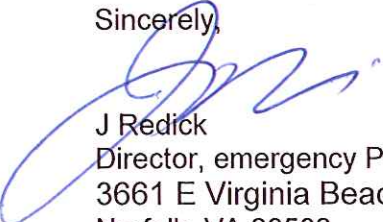
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Ms. Dorothy A. Spears-Dean  
Public Safety Communications Coordinator  
Integrated Services Program (ISP)  
Virginia Information Technologies Agency (VITA)  
dorothy.spearsdean@vita.virginia.gov

Dear Ms. Spears-Dean,

Tony's representation of our region these past two years on the RAC has been nothing short of outstanding. He is committed to his staff, the citizens of Norfolk, and to the public safety industry. His 23 years of outstanding service to our country continues with his service to the citizens and his staff. If selected, I will continue to support the time and effort he puts forth for the RAC. I have no doubt he will continue to excel in bringing the collective voices of the Hampton Roads PSAPs to the RAC for the advancement of NG911 in the Commonwealth of Virginia. I strongly recommend Tony as a RAC member.

Sincerely,



J Redick  
Director, emergency Preparedness and Response  
3661 E Virginia Beach Blvd.  
Norfolk, VA 23502  
757-441-5533  
james.redick@norfolk.gov